

There To Care AWARDS

*Celebrating excellence, respect,
compassion, and community.*



Lisa

Hotel Services Site Manager
Golden Grove Residential Care Home

2026 First Quarter Award Recipient

The *There to Care Awards* honours Helping Hand Hotel Services Site Manager Lisa, for consistently demonstrating excellence in her role and going above and beyond to ensure the highest standards of service for residents.

Over the past seven and a half years, Lisa has shown remarkable versatility starting in servery and house services before becoming a skilled cook and transitioning into utilities.

While her current role was only supposed to be as a temporary support, it has turned into a full-time permanent position at Golden Grove and she couldn't be happier.

"It feels good to give back. I enjoy the older generation's stories and spending time with residents. Sometimes the smallest thing makes a big impact for them, that's extremely rewarding," she says.

A major highlight of her time at Helping Hand was launching a cooking program for residents and giving them the opportunity to take part in something they used to do.

"It was really a lot of fun. We cooked and made samples for other residents to try. The ladies would light up. They got back to enjoying things they did before they came to Helping Hand," she says.

In this quarter, Lisa received two nominations, which came as a big surprise.

"You don't do this for the recognition, I just enjoy my job. For me the reward is the residents, you can see when you've made a difference. When you can put a smile on their face it makes your day," she says.

Thanks, Lisa, for being there to care.

There To Care Awards focus on celebrating our values of excellence, respect, compassion and community, helping us to celebrate the amazing work our people do every day.



Helping Hand